



**PENNICHUCK®**

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On October 4, 2018, the New Hampshire Public Utilities Commission (NHPUC) approved a permanent rate increase of 18.97% for all Pennichuck East Utility customers. The rate increase is effective retroactively for bills issued as of January 8, 2018. A step increase of 1.43% was also approved and will be effective for bills issued on or after November 16, 2018. The step increase allows the company to recover additional investment in plant made during 2017 but not included in the 18.97% increase.

Your bill for this month will be calculated using the newly authorized rates but will not reflect the increase for the step adjustment. Your bill next month will be the first bill to include the 1.43% step increase.

In addition, customers will be surcharged for:

1. The incremental difference between the prior rates and the newly authorized rates that became effective on January 8, 2018. This portion of the surcharge will be calculated by multiplying the individual bill amounts of bills issued between January 8, 2018 and June 7, 2018 by 18.97%.
2. The incremental difference between the temporary rates that went into effect on June 8, 2018 and permanent rates. This portion of the surcharge will be calculated by multiplying the individual bill amounts of bills issued between June 8, 2018 and October 11, 2018 by 6%.
3. Customers billed the Minimum Usage Charge on bills issued between January 8, 2018 and June 7, 2018 with actual usage that was less than the minimum will see a credit for the difference between their actual usage and the minimum usage amount during that time.

The surcharge amounts require approval from the NHPUC. Once approved, the surcharges will be billed in equal installments on your bill over 12 months.